# Linking NC COVID to CCTO

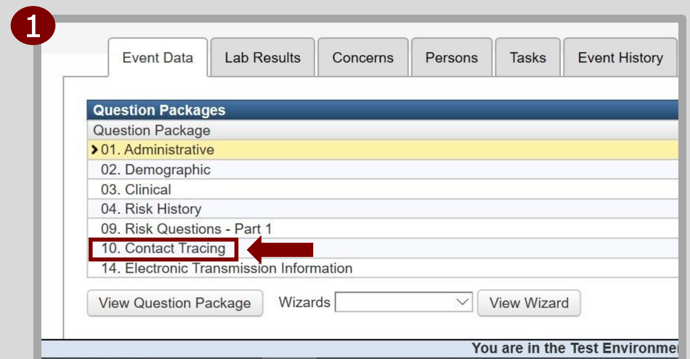
# Entering Contacts Into NC COVID

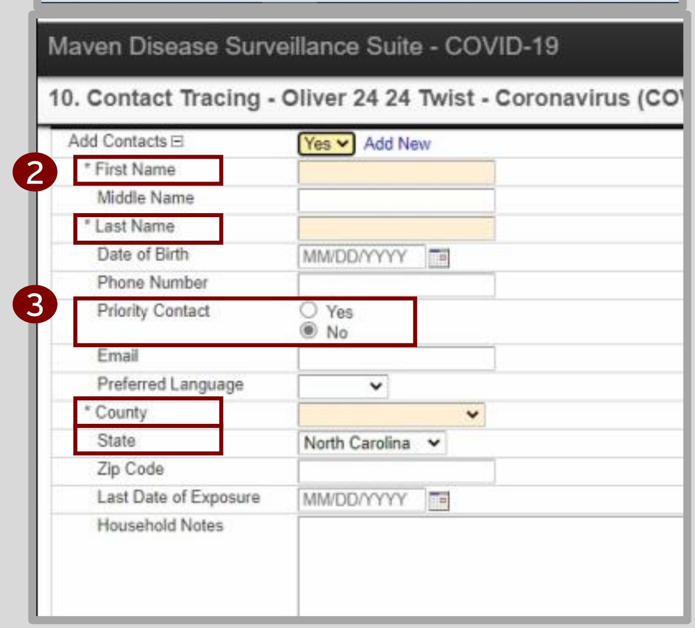
*While there are efficiencies in a single system for case investigation and contact entry, entering contacts in NC COVID may not meet the needs of every county and is an **optional tool.** Case investigators should follow local protocol to understand if contact entry via NC COVID is being used.*

Case investigators can enter contacts in NC COVID as part of their normal process, and they will flow directly and automatically to CCTO without the need for repeat data entry:

1. After completing the other question packages using the NC COVID Wizard, select **Question Package #10: Contact Tracing.**
2. Complete as much information as possible about the contact, with a special focus on the required fields for transfer to CCTO:
   - **First and Last Name**
   - **State**
   - **County*** (used to assign contact to an Owner Team when they are created in CCTO)

   **Contacts missing any of these fields will not transfer.** Contacts *with* data in these fields will transfer and will receive unique numerical identifiers (consisting of the NC COVID Event ID of their case plus 1 for the first contact, 2 for the second contact, etc.) that will also appear in CCTO.
3. Notice that you can select an option for "Priority Contact" if your LHD workflow permits, and this information will also flow directly into CCTO. Check with your local guidance to see whether and how this toggle is being used and whether you are responsible for turning it on.




| | |
|---|---|
| 1 | **Select Question Package #10** |
| 2 | **Complete required information** |
| 3 | **Review "Needs Phone Call"** |

***NOTE:** When a new contact flows from NC COVID into CCTO, **this contact will be automatically assigned to a Owner Team by county and not to a tracer.** *Staff who identify and assign new contacts to contact tracers within CCTO must follow the process on the final page of this job aid to identify and assign these contacts.*

**INDIVIDUALS WHO ARE CONTACTS OF MULTIPLE CASES:** These contacts should only be included in the contact tracing package for one case to avoid duplicates flowing into CCTO. **See next page for instructions on how to document additional NC COVID event IDs for these contacts.**

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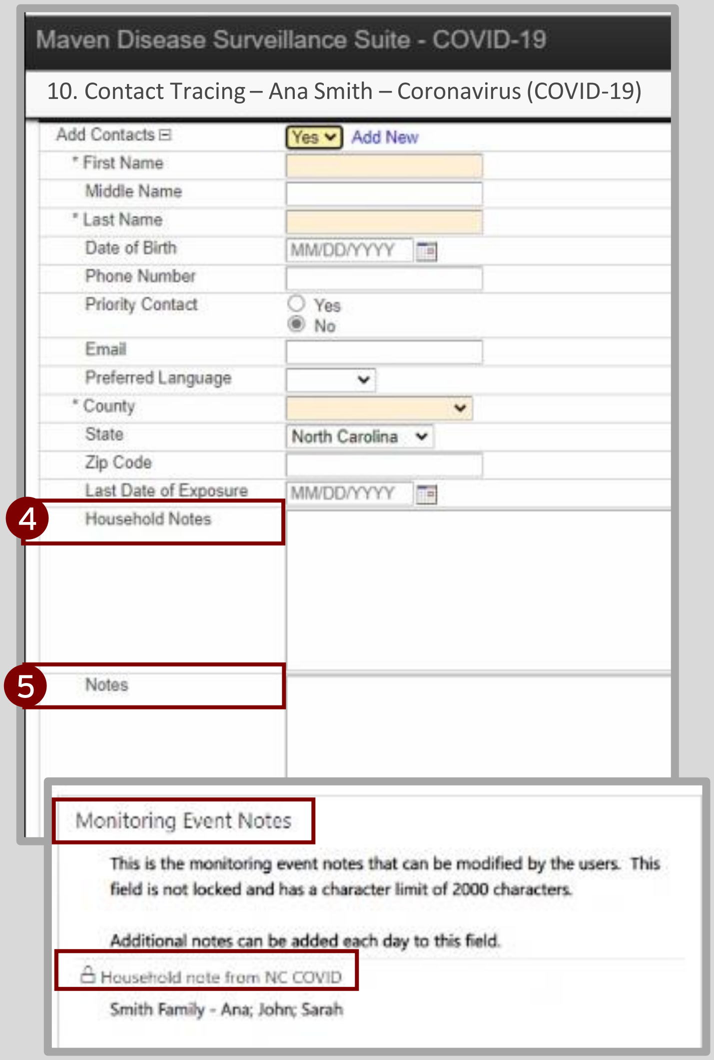
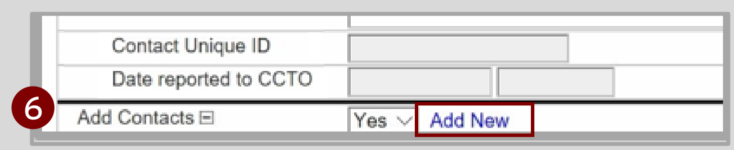
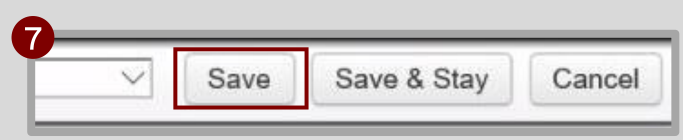
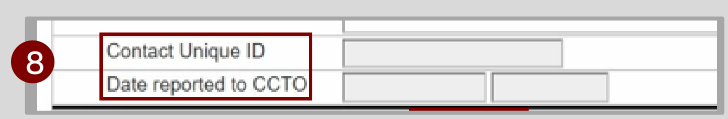
4. Enter information about contact households in **"Household Notes."** This section flows into a locked field in CCTO called "Household Note from NC COVID." *If a contact is known to be part of a household,* ***you can copy and paste the same note for all household members, e.g.: Smith Family – Ana; John; Sarah.***
5. Record any key information about a contact (county for an out-of-state contact, chronic health condition, ongoing exposure, etc.) in **"Notes."** This flows into Monitoring Event Notes on CCTO contact profiles. **If an individual is a contact of multiple cases**, you should enter them into the contact tracing package for **only one case** and record the NC COVID event IDs of additional cases in "Notes." **Ex.: [LDOE] – [NC COVID ID#]**
6. To add more contacts, click "Add New" and repeat this process.
7. Click "Save." The contacts you save with the required fields completed will become new contacts in CCTO, with all fields transferring directly and automatically.
8. If you have provided all required information, the NC COVID fields for **"Contact Unique ID"** and **"Date Reported to CCTO"** will update to confirm that your contact has been delivered.




*Notes and Household Notes as they appear in CCTO.*




**TIMING OF CONTACT FLOW:**
Contacts flow from NC COVID into CCTO every 4 hours between 8AM and 7PM. Contacts who are entered between 7PM and 8AM will flow over as soon as the window re-opens.

- 4 **Household Notes in NC COVID**
- 5 **NC COVID → CCTO Note Flow**
- 6 **Add more contacts**
- 7 **Save information**
- 8 **Confirm contact flow**

# Linking NC COVID to CCTO

# Identifying New Contacts from NC COVID

**As a contact tracer or team lead, if your LHD has adopted contact data entry into NC COVID, it is critical to note the following:**

- Contacts who flow into CCTO through the single-entry process in NC COVID will be assigned to an ***Owner Team of their county*** and not to an individual user. **These contacts will not be automatically reviewed for duplication or pre-existing monitoring events.**
- In order to see these contacts, someone in your county must be assigned to monitor a view showing contacts **owned by your county's Owner Team** rather than by an individual tracer.

## To locate contacts who have flowed into CCTO directly from NC COVID:

1. You can locate your county's active contacts by selecting the view for "**Active Contacts**" and filtering the "**Owner**" column on your county name.
2. To see specifically which of these contacts have flowed from NC COVID, filter the column **"NC COVID Contact ID"** on "Contains Data." **"NC COVID Contact ID"** is the unique identifier generated by NC COVID *(separate from a C#)* that marks these contacts. *The view for "All Contacts Imported from NC COVID" also shows all contacts in CCTO with an NC COVID Contact ID.*
3. To access this view quickly in the future, choose "**Save Filters as New View**" at the top right of the screen and name your view appropriately.
4. You can **then proceed as normal with the reassignment process** per your local guidance.
5. Continue to **check this view for new contacts daily,** as new contacts are pushed from NC COVID to CCTO every four hours from 7AM to 8PM.

1 **Filter "Owner" by county name**

2 **Filter "NC COVID Contact ID" on "Contains Data"**

3 **Save filters as a new view**

4 ***Reassign contacts***

4 ***Check for new contacts daily***

***NOTE:*** *Out-of-state contacts entered in NC COVID will flow to a special location to be monitored by the MMN Team.*

If a contact flowing into CCTO is a duplicate of an active monitoring event, follow the normal deduplication process per the Handling and Preventing Duplicates job aid.

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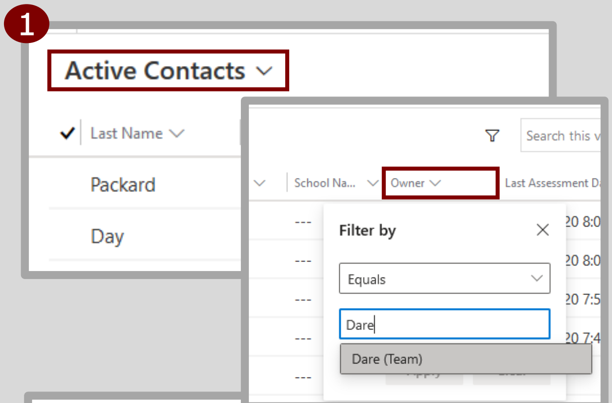


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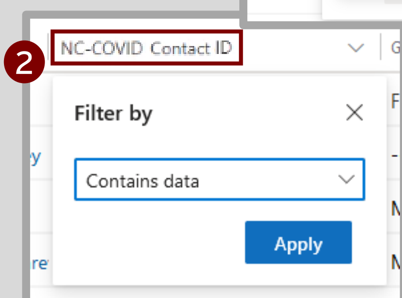


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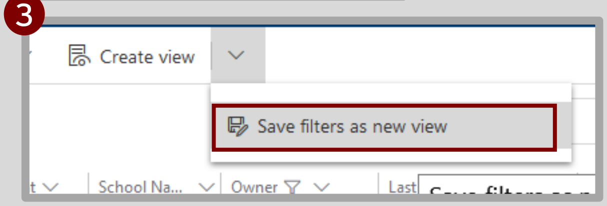


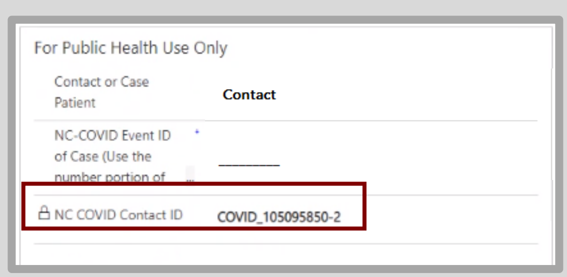


***"NC COVID Contact ID"** (locked field for unique identifier generated by NC COVID to mark these contacts) can be viewed on contact profiles under "For Public Health Use Only."*